Congratulations

on purchasing your new VTech product.
Before using this telephone, please read the
Important safety instructions
on page 48 of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at www.vtechphones.com. In Canada, go to www.vtechcanada.com.

Table of contents

Table of contents

Installation

Parts checklist

Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.

Handsets
(2 for DS3111-2/TM3111-2,
 3 for DS3111-3,
 4 for DS3111-4)

Quick start guide

User's manual
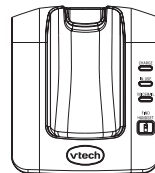
Telephone base

Telephone base power adapter

Telephone line cord
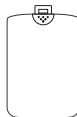
Battery compartment covers
(2 for DS3111-2/TM3111-2,
 3 for DS3111-3,
 4 for DS3111-4)
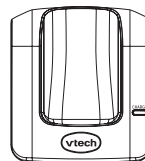
Chargers
(1 for DS3111-2/TM3111-2,
 2 for DS3111-3,
 3 for DS3111-4)

Batteries
(2 for DS3111-2/TM3111-2,
 3 for DS3111-3,
 4 for DS3111-4)

Belt clips
(2 for DS3111-2/TM3111-2,
 3 for DS3111-3,
 4 for DS3111-4)

Charger adapters
(1 for DS3111-2/TM3111-2,
 2 for DS3111-3,
 3 for DS3111-4)

note

• To purchase replacement batteries, visit our website at www.vtechphones.com or call at 1 (800) 595-9511 in the United States. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

Installation

Telephone base & charger installation

We recommend that you install the telephone base away from any electronic equipment and appliances such as personal computers, computer routers, television sets, microwave ovens, and refrigerators. Avoid excessive heat, cold, dust or moisture. When a location is selected, install the telephone base and the charger as shown below. The telephone base is designed for desk or tabletop use only. Make sure that the electrical outlet is not controlled by a wall switch.

Charger adapter

Telephone base power adapter

Telephone wall jack

Electrical outlet not controlled by a wall switch

DSL filter (not included) required if you have DSL high-speed Internet service

Telephone line cord
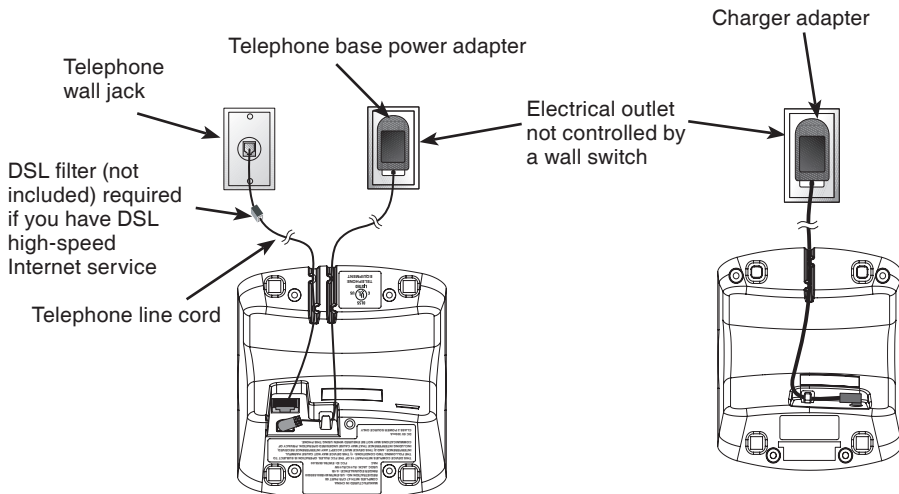
Installation

DSL filter (not included)

If you subscribe to Digital Subscriber Line (DSL) high-speed Internet service through your telephone line, you must have a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Connect to a standard electrical outlet not controlled by a wall switch

DSL filter (not included) required if you have DSL high-speed Internet service

Telephone line cord

Installation

Battery installation

Install the handset battery by following these steps:

1. Press the tab and slide the battery compartment cover down.
2. Align the two holes of the battery plug with the socket pins in the handset battery compartment, matching the red and black wires of the color-coded label.
3. Place the battery in the compartment with the wires in the lower right corner.
4. Align the cover flat against the battery compartment, then slide it up until it clicks into place.

www.vtechphones.com
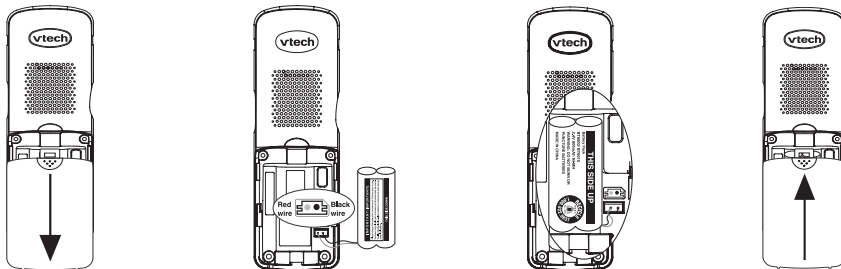
Installation

Battery charging

The battery may have enough charge for short calls. For best performance, charge the battery for at least 16 hours before use. When the battery power is low, **LOW BATTERY** will be displayed and the battery indicator 🔋 will flash on the handset screen. When fully charged, the handset battery provides approximately eight hours of talk time and four days of standby time.

For further information on battery, please see the **Battery** section on page 38.
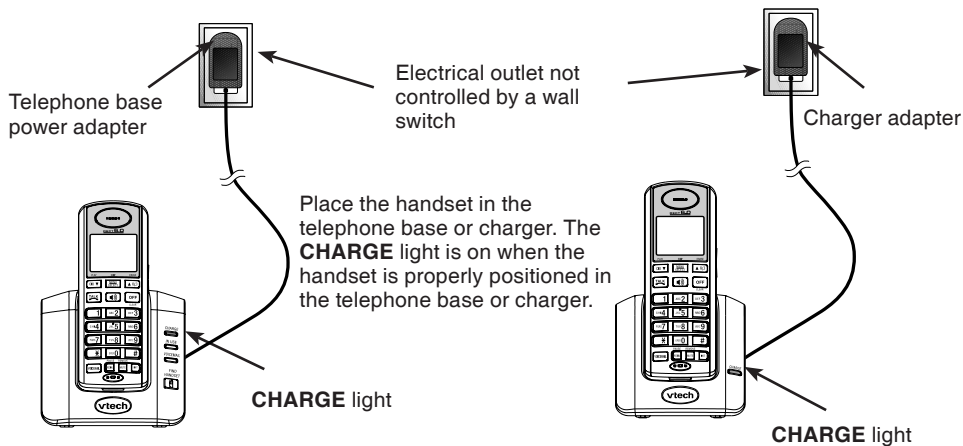
Telephone base power adapter

Electrical outlet not controlled by a wall switch

Charger adapter

Place the handset in the telephone base or charger. The **CHARGE** light is on when the handset is properly positioned in the telephone base or charger.

CHARGE light

CHARGE light

Installation

Adding a new handset

Your telephone can accomodate up to five cordless handsets. You can add new handsets (**DS3101**, purchased separately) to the **DS3111-2/TM3111-2/DS3111-3/DS3111-4** at any time, but each handset must be registered with the telephone base before use.

The **DS3111-2/TM3111-2/DS3111-3/DS3111-4** comes with two/three/four registered handsets (named HANDSET 1, 2, 3 and 4). Additional handsets will be assigned numbers in the order they are registered (HANDSET 3, 4 and 5). You can register a maximum of five handsets.

Before using a new **DS3101** handset, you must register it with the telephone base. Each handset must be registered separately.

To register a handset to your telephone base

When first purchased, all optional accessory handsets show **NOT REGISTRED** on the screen. The handset may need to be charged for at least five minutes before registering to the telephone base. To register a handset:

```
NOT REGISTERED
```

1. Place the unregistered handset in the telephone base or charger. If **PRESS FIND HNDST 4 SEC ON BASE** does not appear on the handset screen after a few seconds,
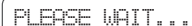
```
PRESS FIND HNDST
4 SEC ON BASE
```

Installation

remove the handset and place it in the telephone base or charger again.

2. On the telephone base, press and hold **FIND HANDSET** for about four seconds (until the red **IN USE** light on the telephone base turns on) and then release the button. The handset will show **PLEASE WAIT...** and it will take about 10 seconds to complete the registration process. The handset will show **REGISTERED** and will beep if registration is successful.

When the registration is complete, the newly registered handset will be assigned the next available handset registration number. For instance, if you already have **HANDSET 1** and **HANDSET 2**, the next registered handset will be **HANDSET 3**.

```
PLEASE WAIT...
```

```
HANDSET X
REGISTERED
```

note

- If you experience difficulty registering a handset, see the **Troubleshooting** section on page 40.

• If the de-registration process is not successful, you may need to reset the system and try again. To reset: pick up the registered handset and press the ^{TALK}/**FLASH** button, then press the **OFF/CLEAR** button and place the handset back into the telephone base. You may also reset by unplugging the power from the telephone base, then plugging it back in.

• You cannot de-register the handset(s) if a system telephone is in use.

Installation

Replacing a handset

When you are replacing rather than adding a handset, for your handsets to be numbered sequentially, you need to delete all the handset registrations on the telephone base, then register all handsets again.

To de-register all handsets

1. Press and hold **FIND HANDSET** on the telephone base for about 10 seconds (until the **IN USE** light on the telephone base turns on and starts to flash), then release the **FIND HANDSET** button.
2. Immediately press and release **FIND HANDSET** again. You must press **FIND HANDSET** while the **IN USE** light is still flashing. The **IN USE** light will flash for approximately seven seconds.
3. Soon, all handsets registered to the telephone base will show **CONNECTING…** and it will take about 10 seconds to complete the de-registration process. All handsets will show **NOT REGISTERED** if de-registration is successful.

```
NOT REGISTERED
```

After deleting the registrations of all handsets, you will need to individually register each handset with the telephone base (see page 6 for registration instructions).

Installation

Belt clip & headset (optional)

For hands-free telephone conversations, use any industry standard 2.5mm headset (purchased separately). For optimal results, use a VTech 2.5mm headset.

Whenever a compatible headset is connected to the cordless handset, the microphone on the handset will be muted.

Headset
Plug the 2.5 mm headset into the jack on the side of the handset (beneath the small rubber flap).
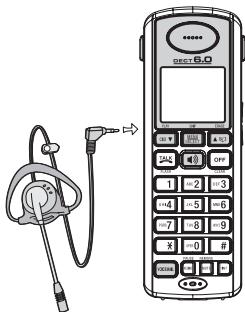
Belt clip
To install the belt clip, snap the belt clip into the notches on both sides of the handset.
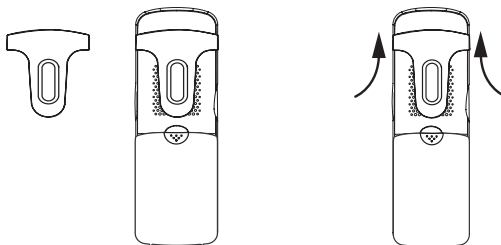
To release the belt clip from the handset, carefully pry one side up from the notch. The belt clip will now easily detach from the handset.

Installation

Handset layout

1. Earpiece
2. **MENU/SELECT**
   SKIP (page 15)
3. Headset jack (2.5mm) (page 9)
4. **CID▼ (caller ID)** (page 28)
   PLAY (page 15)
5. **TALK/FLASH**
6. Dialing keys (**0-9**, *****, **#**)
7. **VOICEMAIL** (page 19)
8. **REDIAL/PAUSE** (page 32)
9. Microphone
10. Handset display
11. **VOL ▲/▼** (volume) (page 18)
12. **▲ ▢** (directory) (page 23)
    ERASE (page 15)
13. **◀ꜝ** (speakerphone) (page 17)
14. **OFF/CLEAR**
15. **#**(page 29)
16. **INT** (intercom) (page 20)
17. **MUTE/REMOVE** (page 17)
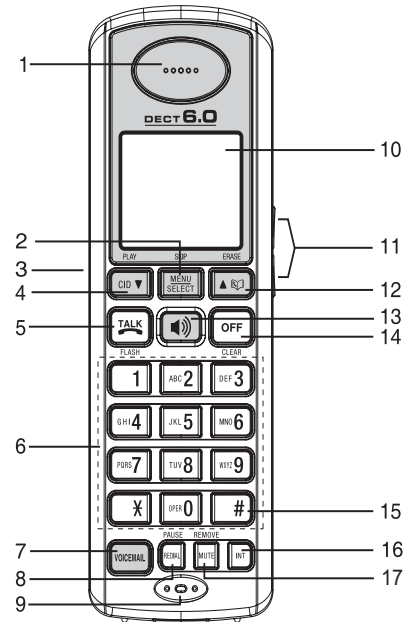
Installation
Telephone base layout

1.   **CHARGE** light (page 37)
2.   **IN USE** light (page 37)
3.   **VOICEMAIL** light (page 37)
4.   **FIND HANDSET** (page 19)
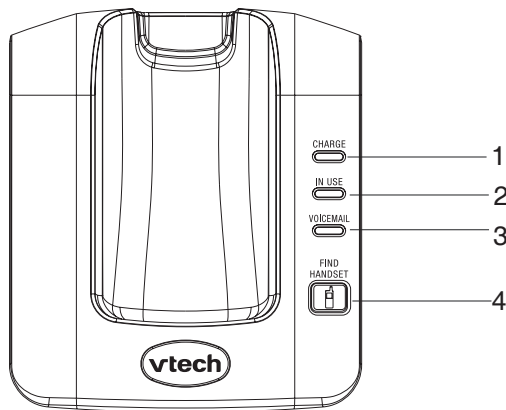
note

- The ringer will be off if the ringer volume is set to zero, and the ringer off icon 🔔 will be displayed.

- If the ringer volume is turned off while scrolling through the options in **RINGER TONE**, the sample of ringer tone will not be heard.

Telephone settings

Ringer volume

The ringer volume can be adjusted either by the volume control on the right side of the handset or in the handset menu.

To change the ringer volume:

1. Press the volume button **VOL▲** or **VOL▼** to display the current ringer volume level on the screen when the handset is not in use.
2. Press **VOL ▲** or **VOL ▼** to choose the desired volume level. When finished, the new volume level will be saved.
   -OR-
1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **RINGER VOLUME**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to adjust the volume. A sample of each ringer volume will be played when scrolling through the choices.
4. Press **MENU/SELECT** to save, and you will hear a confirmation tone.

Ringer tone

This feature allows you to choose one of the ringer tones.

To choose a ringer tone:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **RINGER TONE**, then press **MENU/SELECT**.

```
>RINGER VOLUME
 RINGER TONE
```

```
RINGER VOLUME
█████
```

```
>RINGER TONE
 KEY TONE
```

```
RINGER TONE
1
```

Telephone settings

3. Press ▲ or ▼ to choose the desired ringer tone. A sample of each ringer tone will be played when scrolling through the choices.
4. Press **MENU/SELECT** to save, and you will hear a confirmation tone.

Key tone

If the key tone is set to off, you will not hear a beep tone when you press any of the handset keys.

1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **KEY TONE**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to choose between **ON** or **OFF**.
4. Press **MENU/SELECT** to save, and you will hear a confirmation tone.

```
>KEY TONE
 LANGUAGE
```

```
KEY TONE
ON
```

Language

The language menu allows you to select between **ENGLISH**, **FRANÇAIS** or **ESPAÑOL** to be used in all menus and screen displays.

To change the language:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **LANGUAGE**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to scroll through the choices.
4. Press **MENU/SELECT** to save, and you will hear a confirmation tone.

```
>LANGUAGE
 CLR VOICE MAIL
```

```
LANGUAGE
ENGLISH
```

Telephone settings

Clear voicemail

If you subscribe to voicemail service provided by your local telephone company, **NEW VOICE MAIL** and the ✉ icon will appear on the handset display and the **VOICEMAIL** lights on the telephone base and handsets will flash when you have a new voicemail message.

To turn off these indicators:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **CLR VOICE MAIL,** and then press **MENU/SELECT**.
3. The screen displays **TURN INDICATOR OFF?**
4. Press **MENU/SELECT** to confirm, and you will hear a confirmation tone.

```
>CLR VOICE MAIL
 VOICEMAIL SETUP
```

```
TURN INDICATOR
     OFF?
```

The clear voicemail feature only turns off the handset display and the **VOICEMAIL** lights on the telephone base and handsets. It does not delete your voicemail messages. Contact your local telephone company for more information.
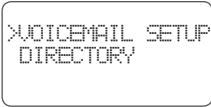
Telephone settings

Voicemail setup

If you subscribe to voicemail service provided by your local telephone company, this feature allows you to use the **VOICEMAIL**, **PLAY**, **SKIP** and **ERASE** buttons to access your voicemail when you have a new voicemail message. Before completing these steps, be sure to have your access number and password (provided by your local telephone company) to access your voicemail. You will also need the codes to play, skip and erase your messages.

Contact your local telephone company for more information.
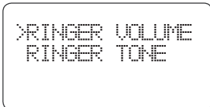
To program the **ACCESS NUMBER** button:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **VOICEMAIL SETUP**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to select **ACCESS NUMBER**, then press **MENU/SELECT**.
4. Use the dial pad to enter the access number. Press **MUTE/REMOVE** to delete characters if necessary.
5. Press **MENU/SELECT**. You will hear a confirmation tone.

To program the **PASSWORD**, **PLAY**, **SKIP** and **ERASE** buttons, follow steps 1 and 2 above. Next, select the command you wish to program, and press **MENU/SELECT**. Use the dialing keys to enter the corresponding code for that command, and press **MENU/SELECT** to confirm.

```
>VOICEMAIL SETUP
 DIRECTORY
```

```
>ACCESS NUMBER
 PASSWORD
```

Telephone settings

Voicemail setup

To program a pause:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **VOICEMAIL SETUP**, then press **MENU/SELECT** twice.
3. The blinking cursor should be at the end of your access number. Press and hold the **REDIAL/PAUSE** button until a **P** appears.
4. Press **MENU/SELECT**. You will hear a confirmation tone.

To reset all codes to the default ones:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▲ or ▼ to select **VOICEMAIL SETUP**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to select **RESET ALL CODES**, then press **MENU/SELECT**.
4. The screen displays **RESET CODES?**
5. Press **MENU/SELECT**. You will hear a confirmation tone.

Basic operation

Make, answer and end calls

• To make a call, press ᵀᴬᴸᴷ/**FLASH** or ◀⟩), then dial the number.
  -OR-

  Dial the number, and then press ᵀᴬᴸᴷ/**FLASH** or ◀⟩) (predial).
• To answer a call, press ᵀᴬᴸᴷ/**FLASH,** ◀⟩) or any dialing keys (**0-9, #, ***).
• To end a call, press **OFF/CLEAR**, or put the handset in the telephone base or charger.

Speakerphone

• During a call, press ◀⟩) on the handset to select between speakerphone and normal handset use.

Mute

This feature allows you to silence the microphone during a conversation. You can still hear the caller, but the caller cannot hear you.

• To activate the mute feature during a call, press **MUTE/REMOVE** on the handset. The screen will display **MUTE**.
• Press **MUTE/REMOVE** again to resume the conversation.
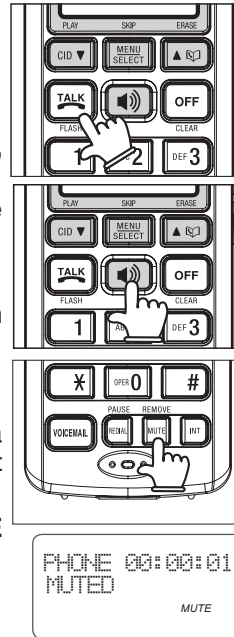
```
PHONE 00:00:01
MUTED
                MUTE
```

Basic operation

Basic operation

Call waiting

If you subscribe to call waiting service, you will hear a tone if there is an incoming call during a telephone conversation.

• Press **TALK/FLASH** on the handset to answer the new incoming call and put the current call on hold.
• Press **TALK/FLASH** at anytime to alternate between calls.

Volume

During a call, use the volume button on the right side of the handset to adjust the listening volume of the speakerphone and earpiece.

• Press the **VOL ▲** or **VOL ▼** volume control key to adjust the volume to a comfortable level.
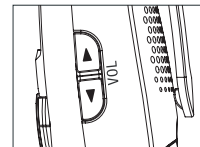
Ringer mute

This feature allows you to mute the ringer temporarily when the telephone is ringing.

• Press **OFF/CLEAR** or **MUTE/REMOVE** on the handset to temporarily silence the ringer. The next call will ring normally.

```
RINGER MUTE
     🔔
```

Multiple handset use

While on a call with one handset, any other system handset can join the call.

• Press **TALK/FLASH** or ◀)) on another handset to join the conversation.
• Press **OFF/CLEAR** or place the handset in the telephone base or charger to drop out of the call. The external call will not be terminated until both handsets hang up.

Basic operation

Voicemail

If you subscribe to voicemail service and you have a new voicemail message, the **VOICEMAIL** lights on the telephone base and handsets will flash, and the handsets will display **NEW VOICE MAIL** and the ✉ icon.

• Press the **VOICEMAIL** button and the handset will dial the telephone number for access to your voicemail messages.
• Use the **PLAY**, **SKIP** or **ERASE** buttons as you listen to your messages.

To setup the voicemail buttons, see the **Voicemail setup** section on page 15.

Contact your local telephone company for more information about voicemail service.

Find handset

This feature allows the telephone base to page all system handsets for up to 60 seconds.

• Press **FIND HANDSET** on the telephone base. All the handsets ring and the screens display **✳✳ PAGING ✳✳**.
• To stop paging, press **FIND HANDSET** again on the telephone base, ᵀᴬᴸᴷ/**FLASH**, ◀ᴗ or any dialing keys (**0-9, #, ✳**) on the handset.

```
HANDSET 1
NEW VOICE MAIL
   ✉
```

```
✳✳ PAGING ✳✳
```
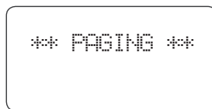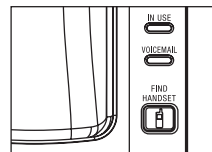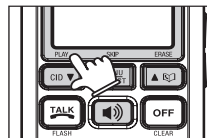
note

• Once the **VOICEMAIL** button is pressed, the **CID▼**, ▲✉ and **MENU/SELECT** buttons will be disabled and replaced by **PLAY**, **ERASE** and **SKIP** respectively.
• If the ringer volume is turned off, the handset will not ring when you press **FIND HANDSET**.

Basic operation

Basic operation

Intercom

The intercom feature allows conversation between one handset and another.

1. Press **INT** to initiate the intercom feature.

2. The originating handset screen displays **INTERCOM TO:**

3. Dial the number associated with the handset you are trying to contact.

4. The originating handset screen displays **CALLING HANDSET X**. The destination handset rings and displays **HANDSET X IS CALLING**.

5. Press ☎/**FLASH**, ◀》, **INT** or any dialing keys (**0-9,#,***) on the ringing handset to answer the intercom call.

6. To end an intercom call, press **INT**, **OFF/CLEAR**, or place the handset back in the telephone base or charger.

Answer an incoming call during an intercom call

During an intercom call, there will be an alert tone to signify an incoming (external) call.

- To answer the incoming call, press ☎/**FLASH** on the handset, and the intercom call will be ended automatically.
- To terminate the intercom call without answering the incoming call, press **OFF/CLEAR** on the handset.

```
INTERCOM TO:
```

```
   CALLING
  HANDSET X
```

```
  HANDSET X
 IS CALLING
```

```
INTERCOM ENDED
```

Basic operation

Transfer an external call

You can transfer an external call from one handset to another handset.

1. During an external call, press **INT** to initiate the intercom feature.
2. The originating handset screen displays **TRANSFER TO:**
3. Dial the destination handset number.
4. The originating handset screen displays **CALLING HANDSET X**. The destination handset rings and displays **HANDSET X IS CALLING**.
5. To answer a call at the destination handset, press **TALK/FLASH**, **◄))**, **INT** or any dialing keys (**0-9**, **#**, **∗**).
6. Now the party at the originating handset can have a conversation with the party at the destination handset, and the screen displays **INTERCOM**. Press **OFF/CLEAR** on the originating handset to transfer the call to the destination handset. The originating handset will show **CALL TRANSFERED** then returns to the idle mode. Now the destination handset can talk with the external call.

   -OR-

   Press and hold **INT** on the originating handset to let the destination handset join the external conversation.

note

• If the destination handset does not answer the intercom call, the originating handset can return to the external call by pressing **TALK/FLASH, OFF/ CLEAR** or **INT**. After 100 seconds, the originating handset screen will display **UNABLE TO CALL TRY AGAIN** and reconnect to the external call automatically. The destination handset returns to the idle mode.

Basic operation

Basic operation

Switch between external and internal calls

When on an external call and you wish to make an intercom call to another system handset without ending the external call:

1. During an external call, press **INT** to initiate the intercom feature.
2. The originating handset screen displays **TRANSFER TO:**
3. Dial the number associated with the handset you are trying to intercom.
4. The originating handset screen displays **CALLING HANDSET X**. The destination handset rings and displays **HANDSET X IS CALLING**.
5. Press **TALK/FLASH**, ◀», **INT** or any dialing keys (**0-9, #, ∗**) on the destination handset to answer the internal call.
6. Press **INT** on the originating handset to switch between the external call (outside) and intercom call.

Advanced operation

Directory

The directory is shared by all handsets. The directory can store up to 50 entries. Each entry may consist of a number up to 32 digits and a name up to 16 characters. Only one handset can review the directory at a time.

• Press ▲⬚ when the handset is not in use.

Store a directory entry

1. Press **MENU/SELECT** twice when the handset is not in use.
2. Press ▲ or ▼ to reach **STORE**, and then press **MENU/SELECT**.
3. The screen displays **ENTER NUMBER**.
4. Use the dial pad to enter the number.
   • Press **MUTE/REMOVE** to backspace and erase digits.
   • Press and hold **MUTE/REMOVE** to erase the entire entry.
   • Press and hold **REDIAL/PAUSE** to insert a three-second dialing pause.
5. Press **MENU/SELECT** to confirm.
6. The screen displays **ENTER NAME**. Use the dial pad (see the **Character chart** on page 24) to enter the name.
   • Press **MUTE/REMOVE** to backspace and erase characters.
   • Press and hold **MUTE/REMOVE** to erase the entire entry.
7. Press **MENU/SELECT** to confirm.

>DIRECTORY
 CALL LOG

>STORE
 REVIEW

ENTER NUMBER
 800-595-95_

ENTER NAME
 VTECH_

 VTECH
 800-595-9511

Advanced operation

Advanced operation

Character chart

Use the dial pad and the chart below to enter a name (up to 16 characters). Each press of a particular key causes the characters to be displayed in the following order:

Number key	Characters by number of key presses								
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
1	1	#	'	,	-	.	&		
2	A	B	C	2	a	b	c		
3	D	E	F	3	d	e	f		
4	G	H	I	4	g	h	i		
5	J	K	L	5	j	k	l		
6	M	N	O	6	m	n	o		
7	P	Q	R	S	7	p	q	r	s
8	T	U	V	8	t	u	v		
9	W	X	Y	Z	9	w	x	y	z
0	0								
*	*	?	!	/	(	)	@		
#	space								

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Advanced operation

Search the directory

Entries are sorted alphabetically, and names beginning with numbers are presented first.

To search for directory entries in alphabetical order:

- Press ▲✉ when the handset is not in use.

  -OR-

- Press **MENU/SELECT** three times to select **REVIEW** and enter the directory.
- Use the dial pad to enter the first letter of the name to search for. See **Character chart** on page 24.

For example, if you have Jenny, Kristen, and Linda in the directory, press **5 (JKL)** once to find Jenny. Press **5 (JKL)** twice to find Kristen. Press **5 (JKL)** three times to find Linda. Press **5 (JKL)** a fourth time to return to Jenny.

Dial a directory entry

- Press ▲✉ to enter the directory when the handset is not in use.
- Press ▲ or ▼ to scroll to the desired entry, or use the alphabetical search to find it.
- Press ☎/**FLASH** or ◀))) to dial the selected entry.

```
     VTECH
800-595-9511
```
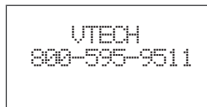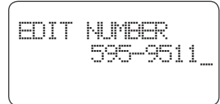
Advanced operation
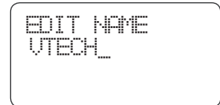
Advanced operation

Edit a directory entry

1. Press ▲🕮 when the handset is not in use.
2. Press ▲ or ▼ to scroll to the desired entry.
3. Press **MENU/SELECT**, and the screen displays **EDIT NUMBER**.
4. Use the dial pad to enter the number.

```
EDIT NUMBER
      595-9511_
```

   • Press **MUTE/REMOVE** to backspace and erase digits.
   • <u>Press and hold</u> **MUTE/REMOVE** to erase the entire entry.
   • <u>Press and hold</u> **REDIAL/PAUSE** to insert a three-second dialing pause.

```
EDIT NAME
VTECH_
```

   • Press ▲ or ▼ to move the cursor right or left.
5. Press **MENU/SELECT** to confirm.
6. The screen displays **EDIT NAME**. Use the dial pad (see the **Character chart** on page 24) to enter the name.
   • Press **MUTE/REMOVE** to backspace and erase characters.
   • <u>Press and hold</u> **MUTE/REMOVE** to erase the entire entry.
   • Press ▲ or ▼ to move the cursor right or left.
7. Press **MENU/SELECT** to confirm.

Delete from the directory

• Press ▲🕮 to enter the directory, or press **MENU/SELECT** three times to enter the directory.
• Press ▲ or ▼ to scroll to the desired entry, or use the alphabetical search to find it.
• Press **MUTE/REMOVE** to delete the selected entry and you will hear a confirmation tone.

Advanced operation

About caller ID

If you subscribe to caller ID service from your local telephone company, this feature displays the name and telephone number of the caller before answering a call (even when on another call). The caller ID features of this product will work only if you subscribe to caller ID service and both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

Contact your local telephone company if:

• you have both caller ID and call waiting, but as separate services (you may need combined service),
• you have only caller ID service, or only call waiting service,
• you do not subscribe to caller ID or call waiting services but wish to subscribe.

There may be fees for these services, and they may not be available in all areas.

This product can be used without subscribing to either caller ID or combined caller ID with call waiting service, although the caller ID features of this product will not function.

Advanced operation

Caller ID

If you subscribe to caller ID service, information about each caller will be displayed after the first or second ring. This information will be stored in the call log and shared by all handsets.

```
┌──────────────────┐
│    HANDSET X     │
│ XX MISSED CALLS  │
└──────────────────┘
```

• The call log can store up to 50 entries.
• You can review, dial, and copy the entry into the directory.

```
┌──────────────────┐
│      VTECH       │
│  800-595-9511    │
│             NEW  │
│ 3:45PM     2/23  │
└──────────────────┘
```

• Entries are displayed in reverse chronological order, from the latest to the earliest entry.
• When the call log is full, the earliest entry will be deleted to make room for new incoming call information.

```
┌──────────────────┐
│  CALL LOG EMPTY  │
└──────────────────┘
```

• **XX MISSED CALLS** and the **NEW** icon will be displayed if there are new call log entries (including missed and un-reviewed calls.)
• **CALL LOG EMPTY** will be displayed if there is no record in the call log.

```
┌──────────────────┐
│ >CALL LOG        │
│  RINGER VOLUME   │
└──────────────────┘
```

Advanced operation

Review the call log

To access the call log:
- Press **CID▼** when the handset is not in use.
  -OR-
- Press **MENU/SELECT** when the handset is not in use.
  Press ▲ or ▼ to select **CALL LOG**, then press **MENU/SELECT**.
- When in the call log, press ▲ or ▼ to scroll through the records.
- The name (if available), number, date and time of all incoming calls are displayed on the screen.

There will be an error tone when the list reaches the beginning or end of the call log.

Make CID entries ready to dial

Although the call log entries you receive have 10 digits, (the area code plus the seven-digit number), in some areas, you may need to dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log.

While reviewing the call log, press **#** repeatedly to display these dialing options for local and long distance numbers before dialing or saving the telephone number. See an example at right.

```
       VTECH
 800-595-9511

3:45ᴬᴹ      2/23
```
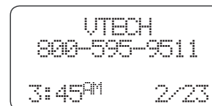
```
       VTECH
 800-595-9511

3:45ᴬᴹ      2/23


  800-595-9511
1-800-595-9511
    1-595-9511
      595-9511
```

Advanced operation

Advanced operation

Dial a call log entry

• When in the call log, press ▲ or ▼ to scroll to the desired entry.
• Press **#** repeatedly to display the possible dialing options.
• Press ☎/**FLASH** or ◀)) to dial the selected entry.

```
    VTECH
800-595-9511
3:45ᴾᴹ      2/23
```

Save an entry to the directory
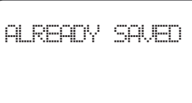
1. When in the call log, press ▲ or ▼ to scroll to the desired entry. If you want to select the dailing options, press **#** repeatedly to scroll to the desired number.
2. Press **MENU/SELECT** to save the entry.
   • If the entry has a name and a number, the screen will display **SAVED**.

```
    SAVED
```

   • If the entry already exists in the directory, the screen will display **ALREADY SAVED**.
   • If the entry only has a name or a number, **EDIT NAME** or **EDIT NUMBER** will be displayed. Use the dial pad to enter the name or number, and then press **MENU/SELECT** to save the entry.

```
ALREADY SAVED
```

   • If there is no caller ID information, the attempt to save will be rejected and the screen will display **UNABLE TO SAVE**.

```
UNABLE TO SAVE
```

Advanced operation

Delete from the call log

- While in the call log, press ▲ or ▼ to scroll to the desired entry.
- Press **MUTE/REMOVE** to delete an entry.

  -OR-

  Press and hold **MUTE/REMOVE** to delete all entries and the screen displays **DELETE ALL CALLS?** Press **MENU/SELECT** to confirm and you will hear a confirmation tone, or press **OFF/CLEAR** to exit and return to the previous menu.

```
DELETE ALL
  CALLS?
```

Call log display screen messages

Display:	Means:
PRIVATE NAME	The caller is blocking the name information.
PRIVATE NUMBER	The caller is blocking the telephone number information.
PRIVATE CALLER	The caller is blocking the name and number information.
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No information is available about this caller.
LONG DISTANCE	This is a long distance call.

Advanced operation

Redial

The telephone stores the five most recently dialed numbers on the redial list. You can review or redial these numbers.

- When there are already five entries on the redial list, the earliest entry is deleted to make room for the latest entry.
- Entries are displayed in reverse chronological order, i.e. from the most recent to the earliest entry.
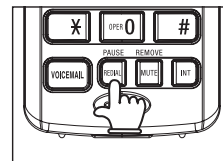
Review redial

- Press **REDIAL/PAUSE** when the handset is not in use.
- Press ▲ or ▼, or press **REDIAL/PAUSE** repeatedly to browse through the entries.

Dial from redial

- Press **REDIAL/PAUSE** when the handset is not in use.
- Press ▲ or ▼ to scroll to the desired entry.
- Press **TALK/FLASH** or ◀⦙ to dial the number.

Delete from redial

- Press **REDIAL/PAUSE** when the handset is not in use.
- Press ▲ or ▼ to scroll to the desired entry.
- Press **MUTE/REMOVE** to delete the selected entry and you will hear a confirmation tone.

Handset display screen messages

ALREADY SAVED	The telephone number entered is already stored in the directory.
CALL LOG EMPTY	There are no call log entries.
CALLING HANDSET X	Calling another handset.
CHARGING	A handset with low battery has been placed in the telephone base or charger to recharge.
CONNECTING...	The cordless handset is searching for the telephone base.
DIRECTORY EMPTY	There is no directory entry.
ENDED	You have just ended a call.
HANDSET X IS CALLING	Handset X is calling.
INTERCOM	The handset is on an intercom call.
INTERCOM ENDED	An intercom call is terminated.
INTERCOM TO:	The **INT** button is pressed to initiate an intercom call.

Handset display screen messages

INCOMING CALL	There is an incoming external call.
LINE IN USE	A handset or an extension on the same telephone line is in use.
LIST FULL	The directory is full.
LOW BATTERY	The battery needs to be recharged.
MICROPHONE ON	**MUTE** has been turned off and the person on the other end can hear you.
XX MISSED CALLS	There are un-reviewed calls in your call log.
MUTED	The microphone is temporarily turned off during a call.
NEW VOICE MAIL	There are new voicemail message(s).
NO LINE	There is no telephone line connected.
NOT AVAILABLE AT THIS TIME	Access is denied when the handset is out of range from the telephone base. Attempt to review the directory or call log is denied when another handset is reviewing it.

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Handset display screen messages

OUTSIDE	Connected to the external call during call transfer.
NO SIGNAL, CALL ENDED	Communication between handset and telephone base is lost during an external call.
** PAGING **	The cordless handset locator has been activated.
PHONE	The handset is in use.
PLACE IN CHARGER	The battery is very low. The handset should be placed in the telephone base or charger.
RINGER MUTE	The ringer is muted temporarily during incoming call.
SAVED	The call log entry has been saved in the directory.
SPEAKER	The handset speakerphone is in use.
UNABLE TO SAVE	You are attempting to save caller ID entry with no name or number in the directory.
WARNING CHECK BATTERY!	The battery is not installed or not installed properly in the handset. **-OR -** The battery needs to be replaced. **-OR -** An incorrect battery has been installed. Use only the supplied VTech battery or equivalent.

Handset indicators

🔊	• On when the handset speakerphone is in use.
MUTE	• Microphone is muted.
🔕	• Ringer off.
NEW	• New call log entries.
✉	• On when there is new voicemail message(s).
(Battery indicator) 🔋	• Cycles (low, medium, and full) when handset battery is charging. • On when the battery is fully charged. • Flashes when a low battery condition is detected.

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Telephone base indicators & charger indicator

Telephone base indicators

IN USE	• On when the handset is in use or you are registering a handset.
	• Flashes while there is an incoming call; or
	  an extension on the same telephone line is in use; or
	  you are registering a handset on the telephone base.

VOICEMAIL	• Flashes when there is a new voicemail message. (A subscription service from your local telephone company is required.)
CHARGE	• On when the handset is properly positioned in the telephone base.

Charger indicator

CHARGE	• On when the handset is properly positioned in the charger.

Battery

After the battery is fully charged, you can expect the following performance:

Operation	Operating time
While in use (talking)	8 hours
While not in use (standby*)	96 hours (4 days)

*The handset is off the telephone base or charger but not in use.

The battery needs charging when:

• A new battery is installed in the handset.
• The handset beeps.
• **LOW BATTERY** is displayed and the battery indicator on the handset display is flashing.

CAUTION:

To reduce the risk of fire or injury, read and follow these instructions:

1. Use only the batteries provided or equivalent. To order a replacement, visit our website at www. vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
2. Do not dispose of the battery(ies) in a fire. They may explode. Check with local waste management codes for special disposal instructions.
3. Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
4. Exercise care in handling batteries in order not to create a short circuit with conductive materials such as rings, bracelets, and keys. The battery and/or conductor may overheat and cause burns.
5. Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

WARNING:

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO WATER OR ANY TYPE OF MOISTURE.

Troubleshooting

If you have difficulty operating your telephone, please try the suggestions below. For Customer Service, visit our website at www.vtechphones.com, or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

Problem	Suggestion
My telephone does not work at all.	• Make sure the battery is installed and charged correctly (pages 4 and 5). For optimum daily performance, return the cordless handset to the telephone base or charger after use. • Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch. • Make sure the telephone line cord is plugged firmly into the telephone base and the modular wall jack. • Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize. • Charge the battery in the cordless handset for at least 16 hours. • Remove and re-insert the battery. If that still does not work, it may be necessary to purchase a new battery.

Troubleshooting

Problem	Suggestion
Registration failure.	• Only one handset can be registered at a time. If you have multiple handsets to register, please follow the steps on page 6 for the first handset. Once a handset has been successfully registered, repeat the steps for each handset that needs to be registered. • Make sure that the telephone base and handset(s) are in idle mode when registering a handset. • Follow the steps on page 47 for the common cure for electronic equipment.
LOW BATTERY is displayed on screen.	• Place the handset in the telephone base or charger for recharging. • Remove and re-install the battery and use it normally until fully discharged, then recharge the handset in the telephone base or charger for 16 hours. • If the above measures do not correct the problem, the battery may need to be replaced.

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Troubleshooting

Problem	Suggestion
The battery does not charge in the handset or the handset battery does not accept charge.	• Make sure the handset is placed in the telephone base or charger correctly. The **CHARGE** light on the telephone base or charger should be on. • Remove the battery from the handset and re-install it to the handset. Put the handset back in the telephone base or charger and let it charge for at least 16 hours. • If the cordless handset is in the charger or in the telephone base but the **CHARGE** light is not on, refer to the steps on this page for **The CHARGE light is off**. • It may be necessary to purchase a new battery. Please refer to the **Battery** section (page 38) of this user's manual.
The **CHARGE** light is off.	• Clean the charging contacts on the cordless handset(s), telephone base and charger each month using a pencil eraser or a dry non-abrasive fabric. • Make sure the power adapter is plugged in correctly and securely. • Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and telephone base to reset.

Troubleshooting

Problem	Suggestion
There is no dial tone.	• Ensure the handset has been registered to the telephone base (page 6). • Move the cordless handset closer to the telephone base. It might be out of range. • The telephone line cord might be malfunctioning. Try installing a new telephone line cord. • Disconnect the telephone base from the telephone jack and connect a working telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your local telephone company.
I cannot dial out.	• First, try all the above suggestions. • Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone before producing a dial tone. Wait for a dial tone before dialing. • If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply). • Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dial from another room in your home with less background noise.

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Troubleshooting

Problem	Suggestion
The telephone does not ring when there is an incoming call.	• Ensure the handset has been registered to the telephone base (page 6). • Make sure the ringer is on (page 12). • Make sure the telephone line cord and power adapter are plugged in properly (page 2). • The cordless handset may be too far from the telephone base. Move it closer to the telephone base. • There may be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them. • If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply). • Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones. • Test a working telephone at the telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply). • The telephone line cord might be malfunctioning. Try installing a new telephone line cord. • Re-install the battery and place the cordless handset in the telephone base. • Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Troubleshooting

Problem	Suggestion
There is noise or interference during a telephone conversation. **-OR-** My calls fade out when I am using the cordless handset.	• The handset may be out of range. Move it closer to the telephone base. • Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet. • Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, wireless routers, and other cordless telephones. • If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this solves the problem, re-locate your telephone or modem farther apart from each other, or use a different surge protector. • The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably a higher location for better reception. • Disconnect the telephone base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply). • If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply). • Do you subscribe DSL Internet service? If yes, you must install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filters and installation instructions.

Troubleshooting

Problem	Suggestion
I hear other calls when using the telephone.	• Disconnect the telephone base from the telephone jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company.
I hear noise in the cordless handset, and none of the keys or buttons work.	• Make sure the telephone line cord is plugged in securely. • Remove the battery from the handset and re-install it.
My caller ID features are not working properly.	• Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone. • The caller may not be calling from an area which supports caller ID. • Both you and the caller's telephone companies must use equipment which are compatible with caller ID service. • If you subscribe to DSL Internet service, you must install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.

Troubleshooting

Problem	Suggestion
The system does not receive caller ID or the system does not display caller ID during call waiting.	• Make sure you subscribe to caller ID with call waiting features services provided by the local telephone company. • The caller may not be calling from an area which supports caller ID. • Both you and the caller's telephone companies must have compatible caller ID systems. • If you subscribe to DSL Internet service, you must install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
Caller ID entries do not match the numbers I need to dial.	• Although the call log entries you receive have 10 digits, (the area code plus the seven-digit number) in some areas, you may need to dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log. While reviewing the call log, press # repeatedly to display these dialing options for local and long distance numbers before dialing or saving the telephone number.

Troubleshooting

Problem	Suggestion
My cordless handset beeps and is not performing normally.	• Make sure the power cord is securely plugged into the telephone base. Plug the unit into a different working electrical outlet not controlled by a wall switch. • Move the cordless handset closer to the telephone base. It may be out of range. • Reset the telephone base by unplugging the unit's electrical power. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize. • Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away from these electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.
Common cure for electronic equipment.	• If the unit is not responding normally, try putting the cordless handset in the telephone base or the charger. If it does not seem to respond, try the following (in the order listed): • Disconnect the power to the telephone base. • Disconnect the battery from the cordless handset. • Wait a few minutes before connecting power to the telephone base. • Re-install the battery and place the cordless handset into the telephone base or charger. • Wait for the cordless handset to synchronize its connection with the telephone base. Allow up to one minute for this to take place.

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
5. Do not place this product on an unstable surface such as a table, shelf or stand. This product may fall, causing serious damage.
6. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in an area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through slots in the telephone base or handset as they may touch dangerous voltage points or create a short circuit that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
    A. When the power supply cord or plug is damaged or frayed.
    B. If liquid has been spilled onto the product.
    C. If the product has been exposed to rain or water.
    D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions, as improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
    E. If the product has been dropped and the telephone base and/or handset has been damaged.
    F. If the product exhibits a distinct change in performance.
13. The power unit is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
14. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
15. Do not use the telephone to report a gas leak in the vicinity of the leak.
16. Only put the handset of your telephone next to your ear when it is in normal talk mode.

CAUTION: Use only the power adapter provided with this product. To purchase, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.

SAVE THESE INSTRUCTIONS

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Operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and telephone base can communicate over only a certain distance ----which can vary with the locations of the telephone base and handset, the weather, and the layout of your home or office.

When the handset is out of range, the handset will display **CONNECTING...**. The user can access certain parts of the menu system, i.e. handset setting, but not the handset directory and call log. **NOT AVAILABLE AT THIS TIME** will be displayed if access is denied.

If there is a call while the handset is out of range, it might not ring, or if it does ring, the call might not connect well when you press ᵀᴬᴸᴷ/**FLASH**. Move closer to the telephone base, then press ᵀᴬᴸᴷ/**FLASH** to answer the call.

If the handset moves out of range during a telephone conversation, there might be interference.

To improve receiption, move closer to the telephone base.

Maintenance

Taking care of your telephone

Your cordless telephone contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

Avoid water

Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install your telephone base near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, use caution when using electrical appliances during storms.

Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If your telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then pull the unit out by the unplugged cords.

Appendix

About cordless telephones

- **Privacy:** the same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the base and the cordless handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the cordless handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.
- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference. (Applies to 25 channel cordless telephones only).
- **Rechargeable batteries:** This product contains either Nickel-Cadmium or Nickel-Metal Hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit conducting material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

Warranty

What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or

Warranty

2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or

3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or

4. Product to the extent that the problem is caused by use with non-VTech accessories; or

5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or

7. Product returned without valid proof of purchase (see item 2 below); or

8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

How do you get warranty service?

To obtain warranty service in the United States of America, please call 1 (800) 595-9511; In Canada, please call 1 (800) 267-7377. NOTE: Before calling for service, please review the user's manual - a check of the Product controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return the repaired or replaced Product under this limited warranty to you, transportation, delivery or handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and

2. Include "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and

3. Provide your name, complete and correct mailing address, and telephone number.

Other Limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Appendix

FCC, ACTA and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

* Reorient or relocate the receiving antenna.
* Increase the separation between the equipment and receiver.
* Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
* Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure the safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied VTech belt clip.

This Class B digital apparatus complies with Canadian ICES-003.

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. They are designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

FCC, ACTA and IC regulations

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:
* Remain on the line and briefly explain the reason for the call before hanging up.
* Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

The term ''IC: '' before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone

interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

The RBRC® Seal

The RBRC® Seal on the nickel-metal-hydride battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used nickel-metal-hydride batteries into the trash or municipal waste,which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1-800-8-BATTERY™** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Telephone base: 1921.536-1928.448 MHz Handset: 1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Size	Handset: 149.7mm X 53.1mm X 36.8mm Telephone base: 101.2mm X 118.6mm X 98.5mm Charger: 88.8mm X 105.6mm X 84.5mm
Weight	Handset: 148.9 grams (including battery) Telephone base: 155.0 grams Charger: 90.0 grams
Power requirements	Handset: 2.4V DC 600mAH NiMH battery Telephone base: 6V DC @ 300mA Charger: 6V DC @200mA
Memory	Directory: 50 memory locations; up to 32 digits and 16 characters per location Call log: 50 memory locations; up to 24 digits and 16 characters per location

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User's manual

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